



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: May 16, 2022
RE: April 2022 SOC Staff Report

April Client Complaints

There were no complaints submitted through the Shelter Monitoring Committee in April 2022.

***Note: Narratives provide an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. Complaints may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee will investigate the allegations listed in the complaint.

April 2022 Client Complaints by Standard

Standard of Care	Number of complaints alleging violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	0
Standard 31: Staff training...	0

Please note that each complaint can include alleged violations of more than one Standard of Care

Total Client Complaints FY 2021-2022

Site	Site Capacity*	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	Total (FY21-22)
	*COVID capacity										
Buena Vista Horace Mann	30 mats	0	0	0	0	0	0	0	0	0	0
Compass Family	21 families	0	0	0	0	0	0	0	0	0	0
Hamilton Family	25 families	0	0	0	0	0	0	0	0	0	0
Harbor House Family	28 families	0	0	0	0	0	0	0	0	0	0
Lark Inn	24 beds	0	0	0	0	0	0	0	0	0	0
MSC South Shelter	168 beds	1	0	0	0	1	4	0	0	1	7
Next Door	181 beds	0	0	0	0	0	2	0	0	0	2
Providence Family	51 beds	0	0	0	0	0	0	0	1	0	1
Sanctuary	124 beds	0	0	1	0	0	0	0	0	0	1
St. Joseph's Family	9 families	0	0	0	0	0	0	0	0	0	0
Total	Single adult: 497 beds/mats Family: 83 families and 81 beds/mats	1	0	1	0	1	6	0			11

March 2022 Site Visit Infractions

The Committee suspended site visits in January 2021 due to the surge in COVID-19 cases attributed to the Omicron variant. Inspections were resumed in March:

FY2021-2022 Unannounced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	4/22	Total (FY21-22)
Buena Vista Horace Mann	0	0	0	0	0	0	0	0	0	0	0
Compass Family	0	0	0	0	0	0	0	0	0	0	0
Hamilton Family	0	0	0	0	0	1	0	0	0	0	1
Harbor House Family	0	0	0	0	0	0	0	0	0	0	0
Lark Inn	0	0	0	0	0	0	0	0	0	0	0
MSC South Shelter	0	0	0	0	0	0	0	0	0	0	0
Next Door	0	0	0	0	0	1	0	0	0	0	1
Providence Family	0	0	0	0	0	1	0	0	0	0	1
Sanctuary	0	0	0	0	0	0	0	0	0	0	0
St. Joseph's Family	0	0	0	0	0	1	0	0	0	0	1
Total	0	0	0	0	0	4	0	0	0	0	4

The SMC is required to complete four unannounced visits to each site on an annual basis.

FY2021-2022 Announced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	4/22	Total FY 21-22
Buena Vista Horace Mann				1					1		2
Compass Family		1			1					1	3
Hamilton Family			1							1	2
Harbor House Family	1			1	1					1	4
Lark Inn		1			1				1		3
MSC South Shelter			1		1				1		3
Next Door				1					1		2
Providence Family				1						1	2
Sanctuary	1			1	1				1		4
St. Joseph's Family			1	1					1		3
Total	2	2	3	6	5	0	0	0	6	4	28

The Committee is required to make two announced site visits to each site each year to survey clients.

Staff Update and Committee Membership

Membership

There are currently five unfilled seats on the Shelter Monitoring Committee:

Board of Supervisors:

Seat 1 - Must be homeless or formerly homeless who is living or has lived with their homeless child under the age of 18.

Seat 5 - Must be homeless or formerly homeless and nominated by a nonprofit that provides advocacy or organizing services to the unhoused.

LHCB:

Seat 9 - Must be nominated by a community agency that provides advocacy or organizing services to the unhoused.

Seat 10 - Must be homeless or formerly homeless and nominated by a community agency that provides advocacy or organizing services to the unhoused.

Mayor:

Seat 13 - Must be homeless or formerly homeless with experience providing services to the unhoused.

If you are interested in applying for a seat on the Committee, please contact Angie David at 415-255-3642 or email angella.david@sfdph.org for more information.

FY2021-2022 Upcoming Meeting Calendar

- June 15

FY2022-2023 Upcoming Meeting Calendar

- July 20
- August 17
- September 21